

FIG. 1

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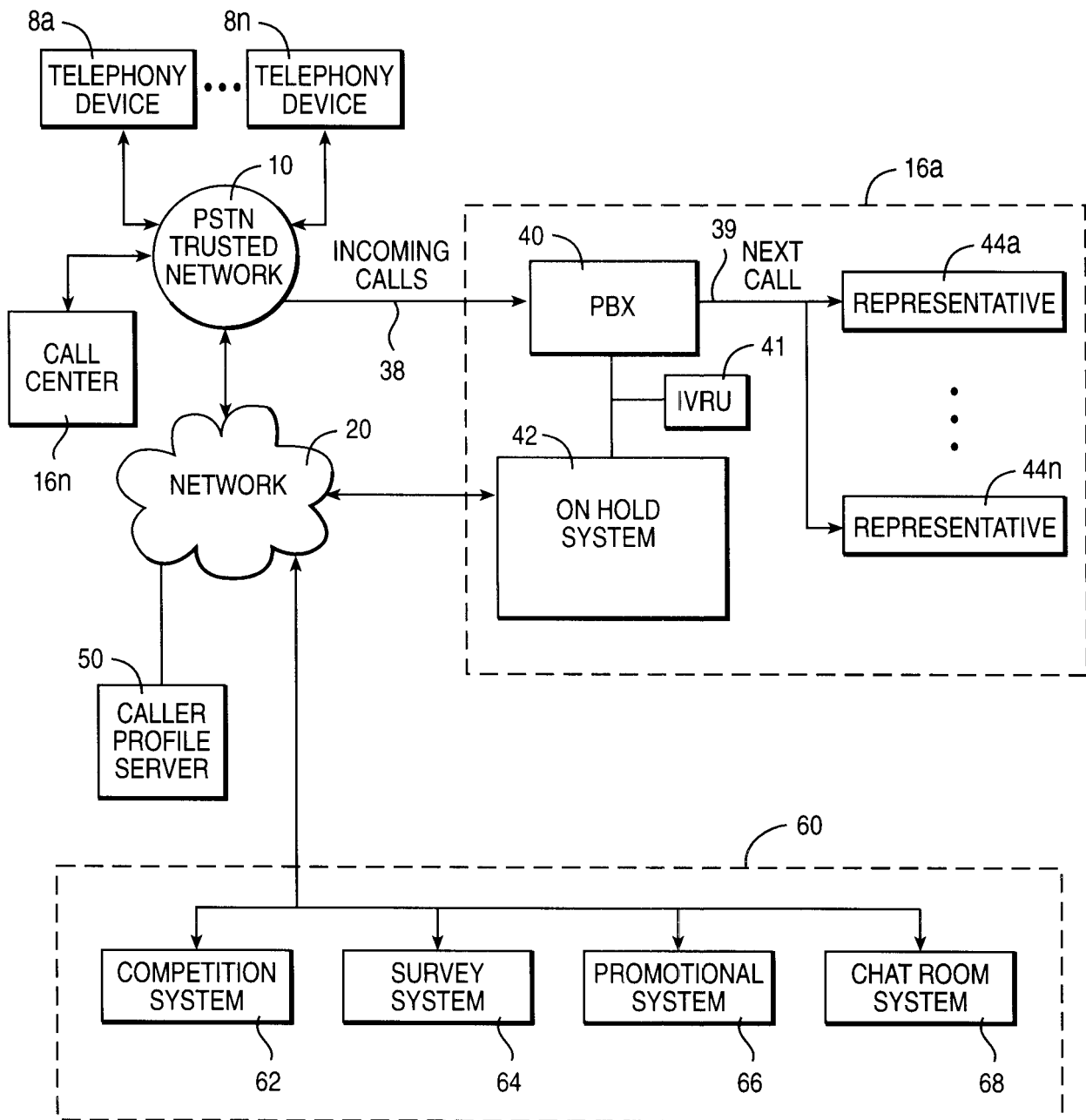


FIG. 2

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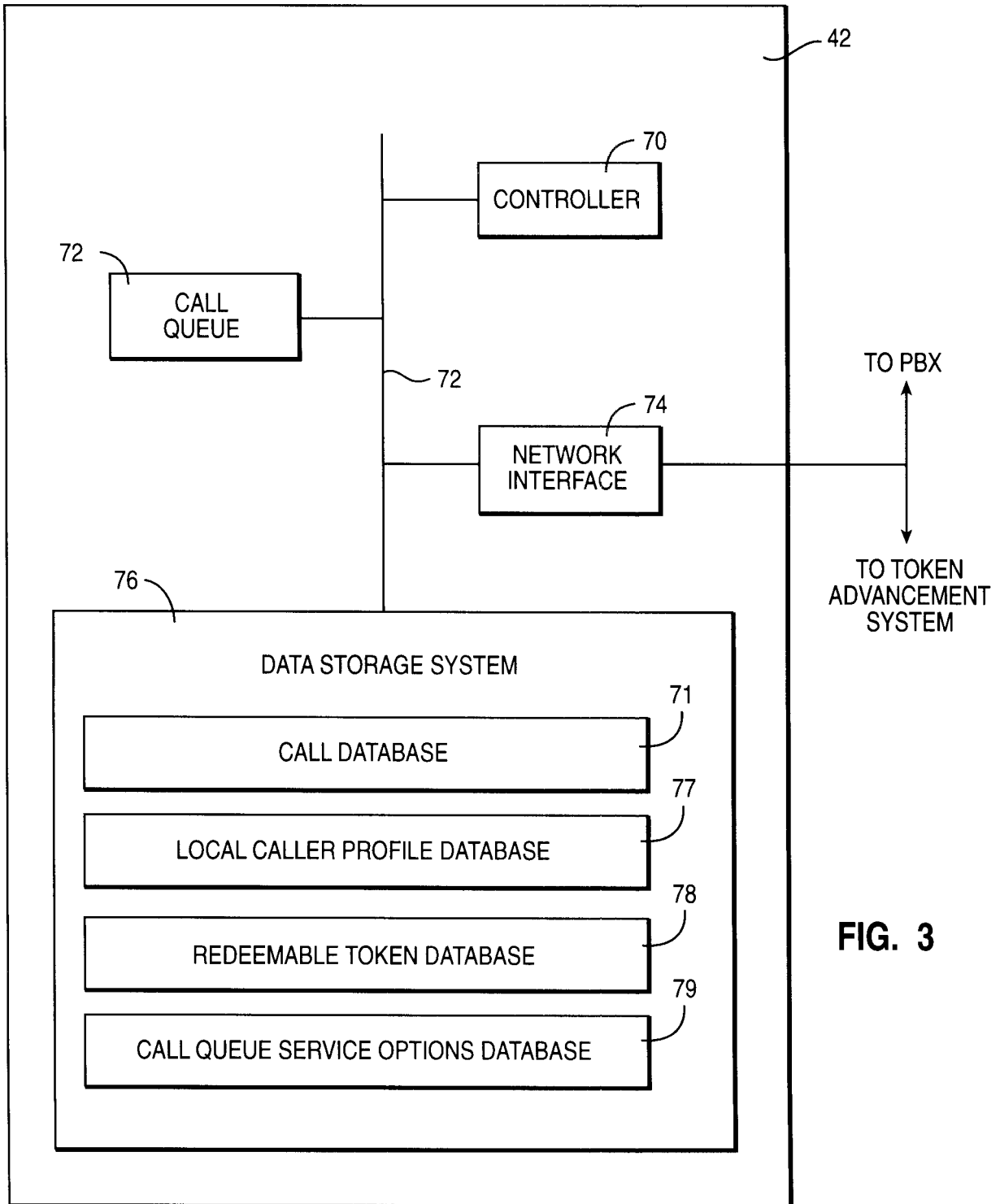


FIG. 3

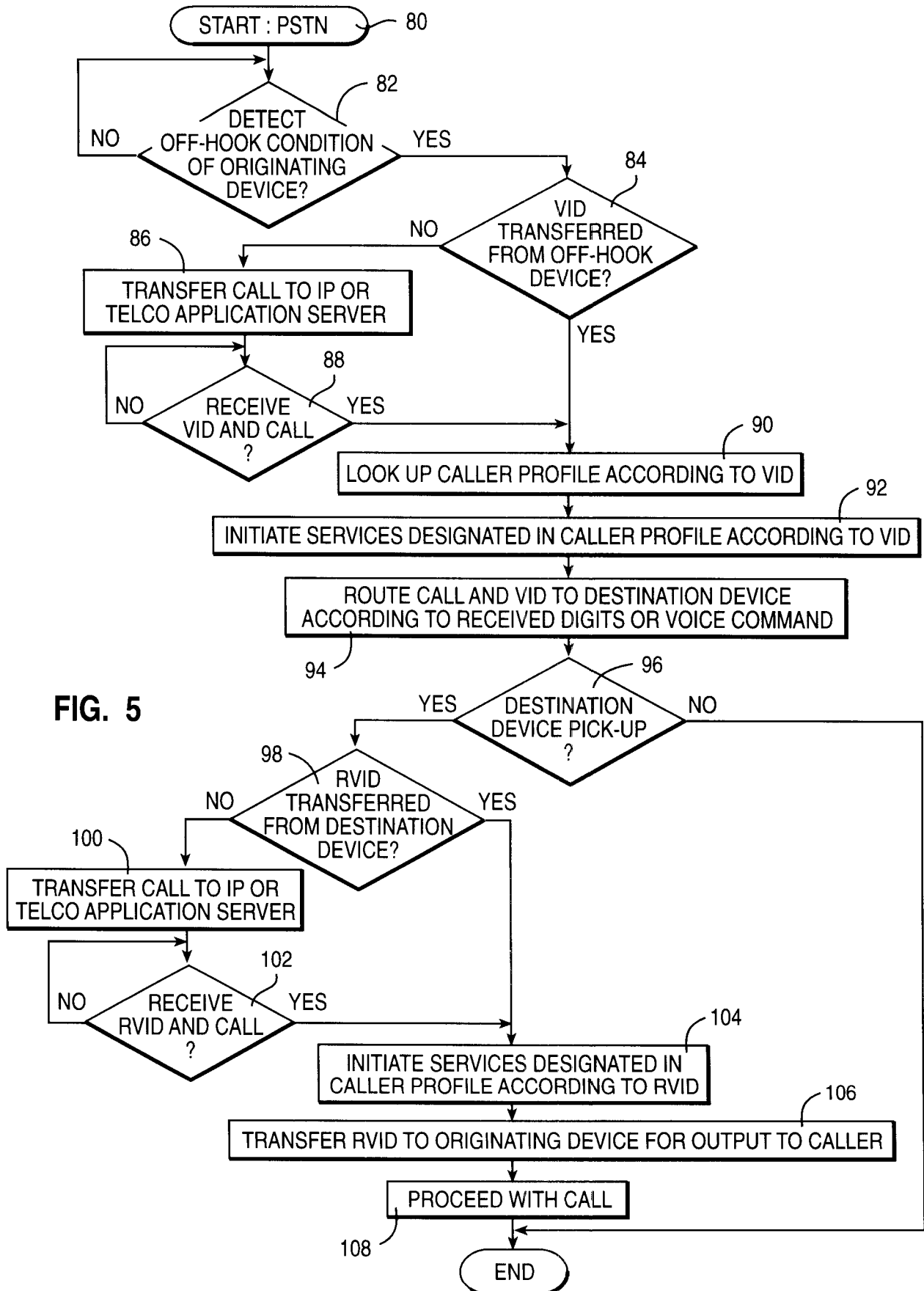
CALLER PROFILE

75

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK
NEWS PREFERENCE : HEADLINE NEWS
GAME PREFERENCE : GROUP, TRIVIA
AGE : 30
CURRENT WAIT HISTORY
20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
10 MINS COMPETITION 1
10 MINS COMPETITION 2
2 MINS QUEUE 3 CURRENTLY ON HOLD
2 MINS SURVEY
MONTHLY TIME WITH REPRESENTATIVE
AVERAGE TIME : 10 MINUTES
LONGEST TIME: 30 MINUTES
SHORTEST TIME: 2 MINUTES
ON HOLD POINTS = 20
MEMBERSHIP POINTS
COMPANY A - 500
COMPANY B - 400
COMPANY C - 600
ADVANCEMENT TOKENS
CALL CENTER A - 10 MINS (AUTHORIZED BY TA SYSTEM 2040)
CALL CENTER B - 2 PLACES (AUTHORIZED BY TA SYSTEM 1050)
CALL CENTER C - 4 MINS (AUTHORIZED BY TA SYSTEM 2050)

FIG. 4



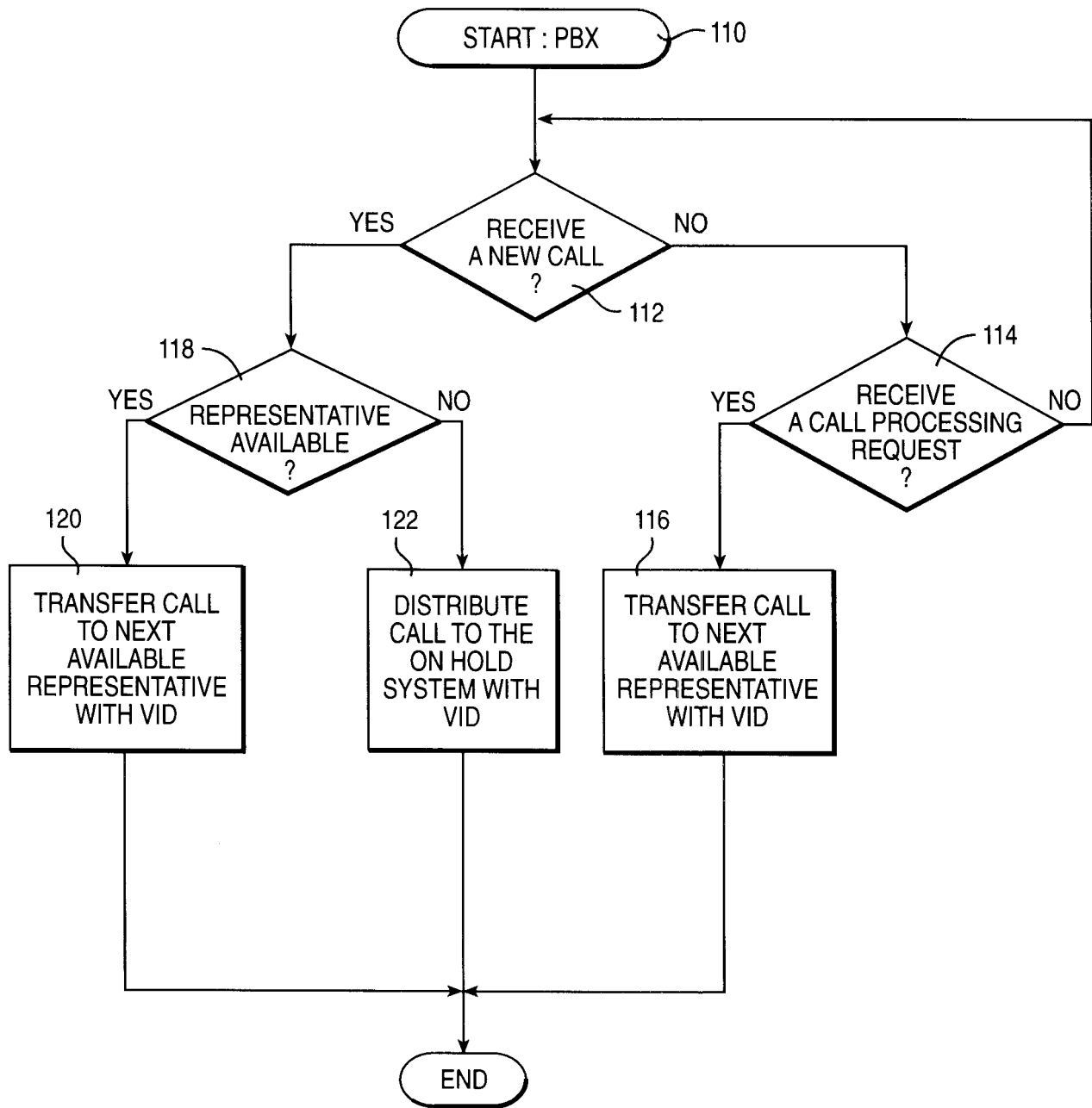
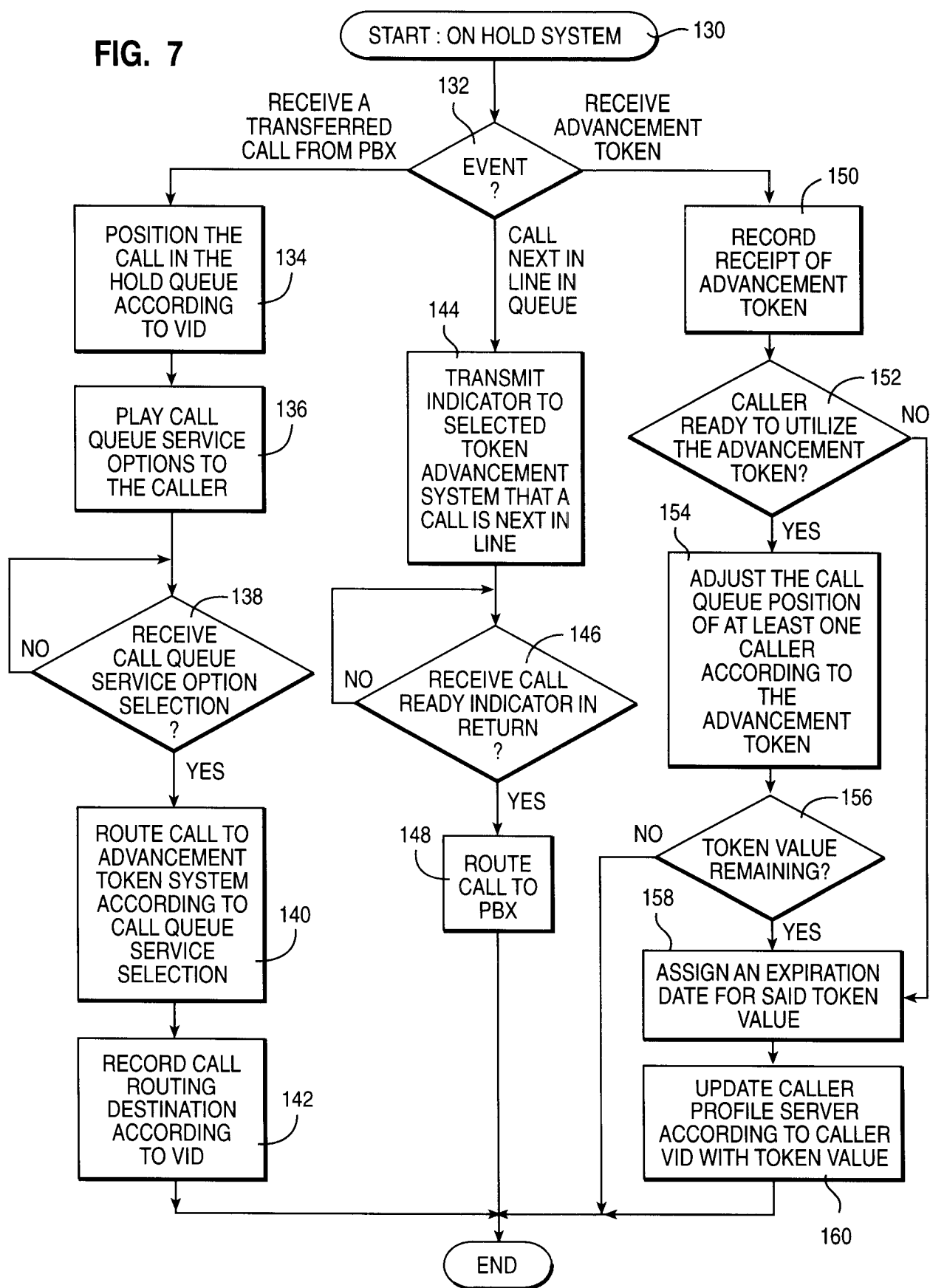


FIG. 6

FIG. 7



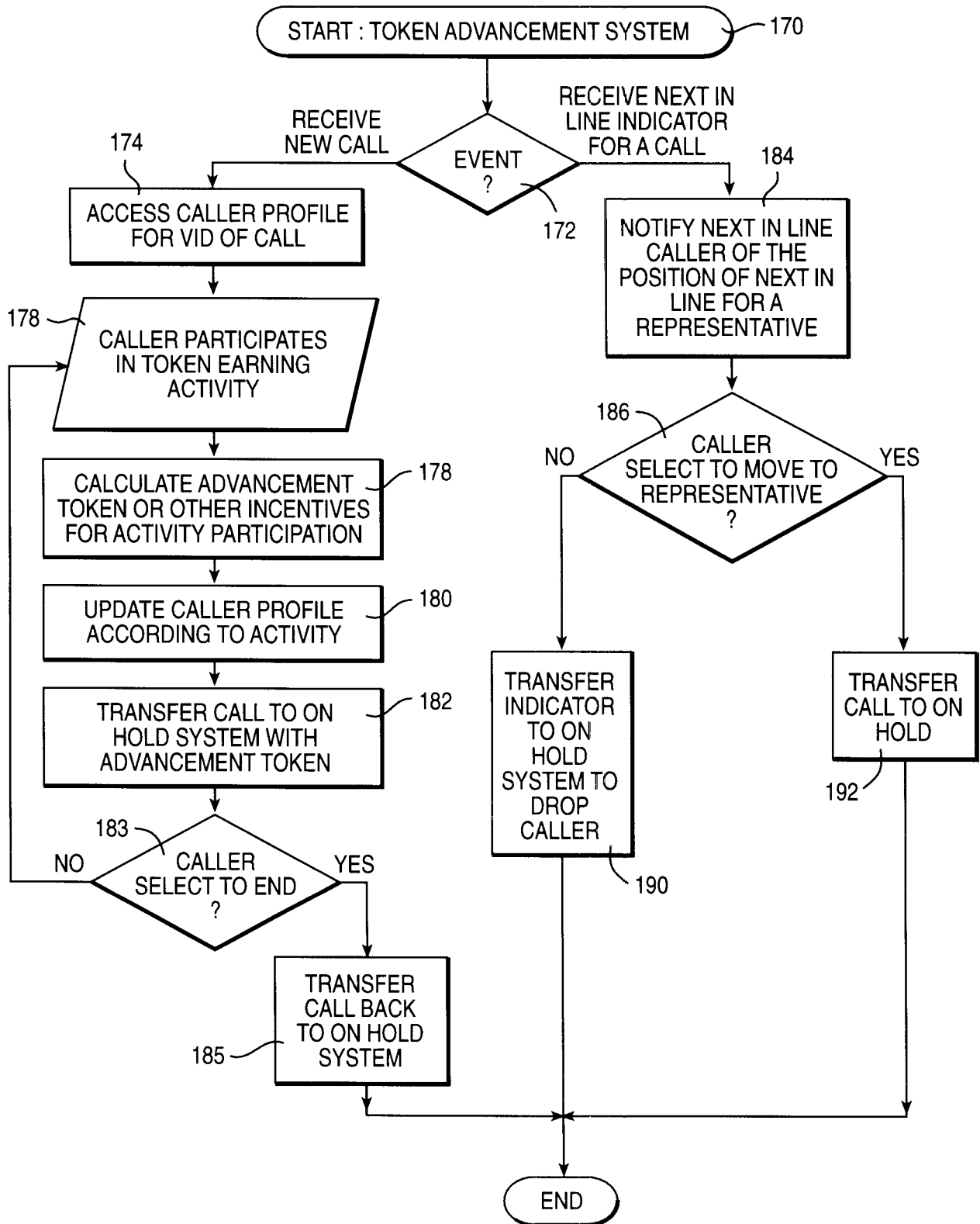


FIG. 8